



# Beaumont Municipal Transit System

# BMT

550 Milam Street  
Beaumont, Texas 77701  
409/835-7895  
409/832-3609 fax  
[www.beaumonttransit.com](http://www.beaumonttransit.com)

Dan Gadbury  
Project Manager  
Paratransit Education and Advocacy Collaborative (PEAC)  
221 East Ninth Street, Ste 409  
Austin, Texas 78702

Dear Mr. Gadbury:

Enclosed is the Special Transit Services (STS) rider manual for the Beaumont Municipal Transit System's paratransit system. This manual describes the application process, eligibility requirements, and the appeals process. An application form is also enclosed.

Maintenance interval on the lifts is per manufacturer's requirements and is every 5,000 miles when a total vehicle inspection is done. Additionally, our maintenance policy requires that the lifts be cycled on a daily basis.

The missed ride policy is explained in the letter also attached.

The current fares for the STS are listed in the rider's manual.

I hope this covers all the information that you requested. If you have any further questions, please feel free to contact me at the number listed above.

Sincerely,

William J. Murson  
General Manager



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Date \_\_\_\_\_

Date of Offense: \_\_\_\_\_

Dear \_\_\_\_\_:

This letter is to officially inform you that your Special Transit Service (STS) privileges may be in jeopardy. The information packet that you received when you applied for Special Transit clearly explained to you that it is necessary to call **at least 1 hour before** your scheduled pick-up if you wish to cancel. There is someone in the office as early as 4:30 a.m. for you to call and cancel if need be. This policy is strictly enforced.

This is your \_\_\_\_\_ warning.

Upon your third warning, you will be suspended from STS for a period of 3 business days.

Upon your fourth warning, you will be suspended from STS for a period of 5 business days.

Upon your fifth warning, you will be suspended from STS for a period of 10 business days.

There will not be a sixth warning. If after 5 warnings, the problem continues, you will be suspended from the program permanently.

Please understand that when you do not cancel ahead of time, the driver wastes his or her time in making a trip for no reason. With our increased ridership, you may also have taken a spot that someone else desperately needed.

If you have any questions or concerns with the matter, please feel free to contact me at (409) 835-7895.

Sincerely,

Heather Gazaway  
STS Scheduler

# BEAUMONT MUNICIPAL TRANSIT SYSTEM SPECIAL TRANSIT SERVICES (STS) PROGRAM

## APPLICATION FOR CERTIFICATION OF ADA PARATRANSIT ELIGIBILITY

This information obtained in this certification process will only be used by the Beaumont Municipal Transit System for the provision of transportation services. Information will Remain confidential and only be shared with other transit providers to facilitate travel In those areas. The information will not be provided to any other agency or person.

### SECTION A (To be completed by applicant – please print or type)

1. NAME \_\_\_\_\_  
(Last) (First) (Middle Initial)

2. ADDRESS \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

3. TELEPHONE NUMBER (HOME) \_\_\_\_\_ (WORK) \_\_\_\_\_

4. DATE OF BIRTH \_\_\_\_\_

5. EMERGENCY CONTACT NAME \_\_\_\_\_

6. EMERGENCY CONTACT TELEPHONE NUMBER \_\_\_\_\_

### A C K N O W L E D G E M E N T

I Hereby Apply For Special Transit Service And Agree To Abide By The Provisions Of The STS Program. I Further Agree To Immediately Notify The Beaumont Municipal Transit System Office Of Any Changes In Disability Status And Understand That This May Effect My Eligibility To Use The Service. I Also Understand That Continued Incidents Of Failure To Make A Trip After Scheduling And Not Canceling Or Notifying The Office At Least One (1) Hour Prior To My Pick-Up Will Also Effect My Eligibility. In Making This Application, I Agree To Release The Information On This Form To Beaumont Municipal Transit For Verifying Program Eligibility.

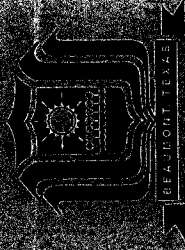
(Signature of Applicant) \_\_\_\_\_ Date \_\_\_\_\_

**BMT**

**SPECIAL  
TRANSIT SERVICES**

**Policies and Procedures**

**MARCH 2003**



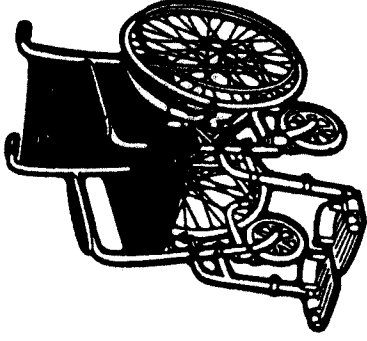
Provided by  
BEAUMONT MUNICIPAL TRANSIT SYSTEM

INFORMATION

**835-7895**

**(TDD 832-7656)**

## SPECIAL TRANSIT SERVICES (STS) PROGRAM



### **PURPOSE**

The Special Transit Service (STS) Program serves individuals with mobility impairments who are usually unable to use the fixed route transit services. This program adds realistic meaning to the words "accessibility" and "mobility" for disabled persons in the community. This demand responsive, door-to-door service increases work, educational, medical, and social opportunities for the citizens of Beaumont.

The service is operated by the Beaumont Municipal Transit (BMT) System. Special responsibilities have been assigned to transit personnel in order to provide quality service. An STS Coordinator has been designated to ensure that a high level of service is provided in the most efficient manner possible. Other transit personnel receive and process applications, as well as receive reservations for quick and convenient service. STS passengers are assisted by operators that have been trained in Passenger Assistance Techniques (PAT), a specially designed training course that instructs operators in how to work with and handle the special needs of persons with disabilities. All STS vehicles are equipped with wheelchair lifts and other modern amenities, are properly maintained in order to provide the utmost in safety, and are kept clean for the maximum comfort of the passengers.

## **SCHEDULING SERVICE**

Transportation for eligible disabled persons will be provided on a "first-come-first-served" basis regardless of trip purpose. Trips may be scheduled as follows:

Eligible riders may obtain service by contacting the Special Transit Service (STS) Scheduler at (409)835-7895 the day prior to the desired trip date. Reservations are accepted between the hours of 8:00 am and 4:00 pm, Monday through Friday. Since the office is closed on weekends, reservations for Monday service may be scheduled in one of two ways. First, a client may schedule for Monday on Friday during the above hours. In addition, if a client wants to schedule the day prior, on a Sunday for Monday service, a telephone answering machine is left on for Sunday. Clients may leave a recorded message stating their name, time and address for pick-up, destination address, time for return pick-up if required, and a telephone number at which they may be called back. They will be called back Monday morning to verify the availability of their requested trip time. In addition to a telephone answering machine at the main number above, a TDD line is left on for scheduling on Sundays and may be called at (409)832-7656.

Trip requests are accepted when passengers have an exact time and address for each origin and destination. Scheduled trips ensure a passenger's desired trip time and enable increased vehicle utilization through shared rides. BMT's goal is arrive within thirty (30) minutes of scheduled times. Operators are required to wait on a passenger for a minimum of five (5) past their scheduled pick-up time after notification of their arrival. Passengers who are not ready within this period may lose their ride.

Return trips may be scheduled on a "will call" basis. This means that the passenger will call the STS Scheduler at the BMT Office when they are ready to be picked up. Will calls are used for such things as doctor's appointments or shopping trips when the passenger is not sure about the exact time they will be returning. A vehicle will be dispatched as soon as possible for a will call. However, will call passengers must understand passengers with specific scheduled pick-up times have priority.

Cancellations or changes in destinations or pick-up locations should be called in to the STS Scheduler at least one (1) hour prior to the originally scheduled times. Repeated failure to inform the STS Scheduler of cancellations may exclude the passenger from future service.

Applications will be processed for approval within a maximum of five (5) working days after receipt. Those that are eligible will receive a Special Transit Services Identification Card. *5.00* fee for the card should accompany the

application. This card includes an identification number which is used to reference that specific passenger. Permanently disabled passengers receive a card that is issued and is valid for a five (5) year period. Recertification is required every five (5) years. Cards may also be issued for temporarily disabled clients for a shorter time period as specified by their physician.

Disabled visitors to the City of Beaumont who are ADA eligible may apply for service. If they present documentation of ADA certification in another transit system, then service will be provided on a "reciprocal" basis. If they request service and do not have proof of ADA certification elsewhere, then service must still be provided on a "presumptive" basis." Medical documentation may be required if their request for service is based upon a "hidden impairment" such as a cardiac condition. Reciprocal and presumptive eligibility will only be granted for a maximum period of twenty-one (21) days from the time their request is approved. Any individual planning to use the service longer must obtain local certification by filling out a BMT application form.



Non-eligible persons may also accompany an eligible disabled passenger. If a passenger's physician indicates on their application form that an attendant is required, then the attendant may ride with the passenger without charge. Other non-eligible persons, such as friends, children, or other relatives, may accompany the passenger on a "space-available" basis. A fare is required from these individuals.

### **HOURS OF OPERATION**

The Special Transit Service operates from 6:00 am until 9:30 pm, Monday through Saturday. Sunday service is not provided.

In addition, service is not provided on the following holidays:

New Year's Day	Labor Day
Memorial Day	Thanksgiving
Fourth of July	Christmas

### **SERVICE AREA**

Special Transit Service is only operated within the city limits of Beaumont, Texas. Origins and destinations must fall within that area.

## **ELIGIBILITY**

In order to be certified into the STS Program, a passenger must qualify under the provisions of the Americans with Disabilities Act (ADA). Persons with the following disabilities qualify:

- Any person who needs an accessible vehicle because of the use of a mobility aid, such as a wheelchair, walker, or braces, but for whom any desired trip cannot be made because the fixed route service is not totally accessible. However, these individuals may only temporarily qualify for the STS Program until BMT's fixed route becomes totally accessible.
- Individuals who because of their disability cannot independently board, ride, and/or disembark from an accessible vehicle. The regulation assumes that the individual will not and need not be able to operate a boarding system such as a lift, ramp, or securement device. Operator assistance with these functions is expected.
- Any person who has a disability that prevents them from getting to or from a boarding or disembarking location. Several examples cited in the regulation are persons who have chronic fatigue syndrome as a result of having AIDS, severe heat sensitivity due to cardiovascular disease, or hypothermia due to quadriplegia.
- Individuals who are unable to navigate the fixed route system due to a diminished mental capacity (cognitive or developmental) or visual impairment.

Persons requiring emergency medical transportation, constant medical care or treatment, or who are virtually confined to bed, are not eligible for the service. This type of need can best be provided by private ambulance companies.

## **APPLICATION FOR SERVICE**

An application must be completed in order to determine eligibility and to establish individual needs and services desired. To determine eligibility, the application must be completed by both the applicant and the applicant's physician. The physician must indicate on the application the nature of the disability and certify that the applicant is physically unable to use the regular fixed route service. The information provided by the physician will be the primary means for determining eligibility. Application forms are available from the BMT Office as well as specific local and state agencies. Applications may be picked up in person or may be mailed or faxed to an applicant or their physician upon request. All applications should be returned to:

Beaumont Municipal Transit  
550 Milam Street  
Beaumont, Texas 77701  
Attention: Special Transit Services

## **HEARING OR SPEECH IMPAIRED PASSENGERS**



BMT telephone system is equipped with TDD communications equipment for use by persons with speech or hearing impairments. Persons with such disabilities may contact Special Transit Services at (409) 832-7656. In addition, FAX communications may be transmitted at (409) 832-3609.

## **APPEAL PROCEDURES**

If an applicant wishes to appeal any administrative decision of the STS Coordinator, or to express a complaint about the STS Program, the following steps may be taken:

- A. A written letter to the STS Coordinator requesting an appeal or describing the complaint within ten (10) working days of the occurrence. The STS Coordinator responds in a written letter within five (5) working days of receipt of the letter.
- B. If the complainant is not satisfied with the STS Coordinator's answer, then a letter may be sent to the Transit General Manager within ten (10) days of receipt of the first response. The Transit General Manager must respond with a written letter within five (5) working days of receipt of the complainant's letter.

C. If the complainant is still not satisfied, then a written letter may be sent within ten (10) days of receipt of the Transit General Manager's response to the Director of Public Works for the City of Beaumont. He must respond in writing no later than five (5) working days after receipt of the complainant's letter.

This appeal process is not applicable to policy or other matters which rest with the City Council. The STS Coordinator or Transit General Manager may be written at Beaumont Municipal Transit, 550 Milam Street, Beaumont, Texas 77701. The Director of Public Works may be written at City of Beaumont, Public Works Division, P.O. Box 3827, Beaumont, Texas 77704.



### **USE OF FIXED ROUTE TRANSIT SYSTEM**

The City of Beaumont and BMT will not, on the basis of disability, deny to any disabled person, the opportunity to use the system mass transportation for the general public, if that person is capable of using the system. In addition, the City of Beaumont and BMT will not otherwise discriminate against any disabled person in connection with the provision of transportation service for the general public.



**FARES/FEES**

Eligible Disabled Persons:

Cash ..... \$ 2.50 per one way trip  
Monthly Pass ..... \$ 80.00  
Ticket Book ( 10 one way rides)..... \$ 75.00

Attendant Required by Physician ..... Free

All Other Passengers Accompanying  
Disabled Passenger ..... \$ 2.50 per one way trip

Application Fee for I.D. Card ..... \$ 5.00

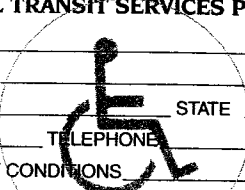
**OPERATING POLICIES**

The STS Program is an individual public transit service in which the cooperation of each person is essential for the service to be efficient for all passengers. Operational guidelines are firmly established for transit personnel and passengers. Whereas transit personnel are expected to be courteous, friendly, helpful, and perform their duties in a professional manner at all times, passengers are expected to exhibit proper personal behavior while being transported. Operational guidelines may be changed or modified to meet specific operational situations.

# STS IDENTIFICATION CARD

**BEAUMONT MUNICIPAL TRANSIT  
SPECIAL TRANSIT SERVICES PROGRAM**

NAME \_\_\_\_\_  
ADDRESS \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_  
ZIP \_\_\_\_\_ TELEPHONE \_\_\_\_\_  
ELIGIBILITY CONDITIONS \_\_\_\_\_  
EXPIRATION DATE \_\_\_\_\_  
TRAVEL WITH PCA? YES \_\_\_\_\_ NO \_\_\_\_\_



**FRONT**

The individual named on the reverse side of this card is eligible for paratransit service under the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973.

*William J. Munson*

\_\_\_\_\_  
SIGNATURE, GENERAL MANAGER  
BEAUMONT MUNICIPAL TRANSIT SYSTEM  
BEAUMONT, TEXAS

FOR SERVICE OR INFORMATION  
CALL 835-7895

**BACK**